

Wastewater Billing FAQs

1. **How do I start or stop service or change the name on the account?**

The process for starting, stopping or changing the name on an account depends on whether your water service is provided by Indiana American Water Company, or by a private well. The City does not provide water service, only wastewater services.

- **How do I start service on an account?**

Most customers receive water service through Indiana American Water. To start wastewater service, you must first start your water service by calling Indiana American Water at (800) 492-8373. The new account information will be automatically forwarded to us to set up your wastewater account. Some of our customers receive water service from a well. Please call the City Wastewater Billing Office directly at (765) 775-5140 (TTY 711) to set up this type of account.

- **How do I stop service on an account?**

To stop service for an account with water service from Indiana American Water, please call them at (800) 492-8373 to schedule a final meter reading. This information will be forwarded to us so that we can close your wastewater account and send your final bill. If you are a well customer, please call the City Wastewater Billing Office directly at (765) 775-5140 (TTY 711) to stop service.

- **How do I change the name on an account?**

To change the name on an account with water service from Indiana American Water, call them at (800) 492-8373. They will forward this information to us and your wastewater account will be changed accordingly. If you are a well customer, please contact the City Wastewater Billing Office directly at (765) 775-5140 (TTY 711) to change the name on the account.

2. **What are your rates?**

Customers with metered water service are charged \$5.61 per 1,000 gallons of water used, based on the consumption reported by Indiana American Water. The minimum bill depends on what size water meter you have. Most residential customers have a 5/8" meter with a minimum wastewater bill of \$16.83. The service dates are reported on your wastewater bill. Please note that your wastewater bill is based on your water usage for the same period.

Well customers are charged a flat rate of \$44.88.

For those customers that receive City trash and recycling service, the monthly fee is \$16.00 per single unit per month for trash. Trash is billed for service in the current month.

3. **When will I receive a bill?**

Utility services are billed monthly. You can request e-mail notification that your bill is available to review online by registering on our online Utility Billing payment service through a link on the City website: www.westlafayette.in.gov .

All wastewater/trash delinquency notices and all storm water billing will be sent to the property owner of record in the Tippecanoe County parcel record unless the owner authorizes the Wastewater Utility to use a different name and/or address for these mailings. Please use the contact authorization form to notify us if you want these mailings to go to an agent.

4. **How can I pay my bill?**

We accept cash, check, debit card and credit card payments at the Records Window of the West Lafayette Police Station, 711 West Navajo St., during business hours Monday to Friday, 8:00 a.m. to 4:30 p.m., with extended hours until 6:00 p.m. on Tuesdays. You may also mail a check to the address on your bill, or deposit a check in the 24-hour drop box in the east parking lot at City Hall, 609 West Navajo St. Be sure to enclose your bill stub and write your account number on your check, so we may properly credit the payment to your account.

5. **Can I pay my bill online?**

Online Utility Billing payment service through a link on the City website: www.westlafayette.in.gov .

6. **Can I pay by debit or credit card?**

We accept VISA, MasterCard and Discover Card debit and credit cards.

7. **Can I have my bill automatically paid out of my account (ACH debit)?**

Yes, you can authorize ACH debit to pay your wastewater bills. The ACH form is available on the City website at www.westlafayette.in.gov or you can call the City Wastewater billing office to request one to be mailed to you. All completed ACH forms must be mailed to the Wastewater billing office or delivered in person. A voided check must be provided with the ACH authorization form. It takes approximately one month for the ACH debit to take effect after we receive your request. You will be notified when the ACH is effective and the payment will be withdrawn from your account.

8. **Where do I mail my payment?**

Payments can be mailed to:

West Lafayette Wastewater Billing Office
711 West Navajo St.
West Lafayette, IN 47906

9. **Why is my bill so high?**

Your bill is based on water consumption reported by Indiana American Water Co. We charge \$5.61 per 1,000 gallons of water used with a minimum of 3,000 gallons. Please remember that we bill two months behind the water company. If your usage seems high, you could have a leak. We recommend checking for leaky faucets, running toilets, water softener problems, or water heater malfunctions. If you do not find leaks, call Indiana American Water for a high-low read. We also have leak detection kits available in the Wastewater Billing Office at the West Lafayette Police Station, 711 West Navajo St. If you still have not found the source of the leak, you may need to call a plumber to look for any internal or external leaks.

10. **Who do I make my check payable to?**

Checks should be made payable to: **CITY OF WEST LAFAYETTE WWTU.**

11. **What is the Summer Rate?**

Summer Rate is applied to most single family homes during the summer watering period. The rate is based on the average consumption during January to March. The rate is calculated by taking the total of January, February and March water consumption (also known as the "Winter Consumption") and dividing it by 3. The summer rate is applied during the peak outside watering season, generally for a 3-month period. The months in which the summer rate is applied can vary depending on overall weather conditions.

12. **What if I am watering when the Summer Rate is not in effect?**

If you elect to water outside when the summer rate period is not being applied, to establish a lawn or landscaping, you may contact the Wastewater Billing Office to borrow an external meter. We will record the starting and ending meter reading and make an adjustment to your wastewater bill for outside use when the meter is returned.

13. **What if I am filling a swimming pool?**

We will record the starting and ending external meter reading and make an adjustment to your wastewater bill when the meter is returned.

14. **How do I contact the Wastewater Billing Office?**

You can call the Wastewater Billing Office at (765) 775-5140 (TTY 711) or come in person to the West Lafayette Police Station, 711 West Navajo St. during City

business hours, Monday to Friday, 8:00 a.m. to 4:30 p.m., with extended hours until 6:00 p.m. on Tuesdays. You can also e-mail us at: utility@westlafayette.in.gov.